CURRICULUM VITAE.

Cheryl Achieng.
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PROFESSIONAL SUMMARY.

A dedicated and versatile Bachelor of Science in Business and Information Technology graduate with a robust foundation in ICT support, network administration, and graphic design. I am a self-driven professional with excellent analytical skills, capable of adapting to dynamic environments. I am seeking to leverage my technical expertise and creative problem-solving abilities to contribute effectively to a forward-thinking organization while continuously advancing my professional development.

EDUCATION.
Dedan Kimathi University of Technology | Bachelor of Science in Business and Information Technology | Duration 4 years.

Cloud Factory Kenya | Certificate in Digital Skills Training | Duration 2 weeks.

Nyawara Girls High School | Kenya Certificate of Secondary Education (KCSE) | Duration 4 years.

WORK EXPERIENCE.
Kenyatta University Teaching, Referral & Research Hospital (KUTTRH) | Position: ICT Support & Graphic Design Intern | Duration 4 Months

Key Responsibilities & Achievements.
User Support: Provided Level 1 ICT support, effectively troubleshooting hardware, software, and network connectivity issues to ensure seamless hospital operations.
System Maintenance: Assisted in the assembly, installation, and configuration of desktop systems, ensuring all workstations were optimized for hospital staff.
Graphic Design: Designed professional visual content and graphics for internal communications and high-level hospital webinar meetings.
Peripheral Troubleshooting: Performed routine maintenance and troubleshooting on printers, scanners, and projection equipment to minimize technical downtime.
Software Management: Installed and updated operating systems (Windows) and essential application software, ensuring compliance with hospital IT standards.
Data Security: Assisted in regular antivirus updates and data backup procedures to protect sensitive hospital records and internal data.

CORE COMPETENCIES

Technical Proficiency: Advanced knowledge of Microsoft Office Suite (Word, Excel, PowerPoint),Computer Hardware Maintenance, and Network Configuration.

Programming & Development: Proficient in HTML, CSS, Java and Python.

Graphic Design: Skilled in creating visual assets for digital and print media.

Soft Skills: Strong analytical thinking, complex problem-solving, and effective communication.

Teamwork: Proven ability to work collaboratively in multicultural environments and coordinate effectively with cross-functional teams.

REFEREES.

Mr. Wellington Ochieng.
Supervisor.
Kenyatta University Teaching, Referral & Research Hospital (KUTTRH).
Telephone: 0795315138.

Mrs. Jane Kuria.
Project Supervisor.
Lecturer Dedan Kimathi University of Technology.
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